

AMENDMENTS TO THE SPECIFICATION

Please replace the paragraph beginning on Page 1, line 9 with the following amended paragraph:

This application relates to co-pending United States patent application Serial No. _____
10/066,841, attorney docket number P7223, filed on ~~a even date herewith~~ February 4, 2002,
entitled "Remote Services System Management Interface" and naming Michael J. Wookey,
Trevor Watson and Jean Chouanard as inventors, the application being incorporated herein by
reference in its entirety.

Please replace the paragraph beginning on Page 1, line 15 with the following amended paragraph:

This application relates to co-pending United States patent application Serial No. _____
10/067,074, attorney docket number P7225, filed on ~~a even date herewith~~ February 4, 2002,
entitled "Remote Services Message System to Support Redundancy of Data Flow" and naming
Michael J. Wookey, Trevor Watson and Jean Chouanard as inventors, the application being
incorporated herein by reference in its entirety.

Please replace the paragraph beginning on Page 1, line 21 with the following amended paragraph:

This application relates to co-pending United States patent application Serial No. _____
10/066,828, attorney docket number P7230, filed on ~~a even date herewith~~ February 4, 2002,
entitled "Prioritization of Remote Services Messages Within a Low Bandwidth Environment"
and naming Michael J. Wookey, Trevor Watson and Jean Chouanard as inventors, the
application being incorporated herein by reference in its entirety.

Please replace the paragraph beginning on Page 1, line 27 with the following amended paragraph:

This application relates to co-pending United States patent application Serial No. _____
10/067,165, attorney docket number P7231, filed on ~~a even date herewith~~ February 4, 2002,

entitled "Remote Services Back-Channel Multicasting" and naming Michael J. Wookey, Trevor Watson and Jean Chouanard as inventors, the application being incorporated herein by reference in its entirety.

Please replace the paragraph beginning on Page 2, line 4 with the following amended paragraph:

This application relates to co-pending United States patent application Serial No.
10/066,841, attorney docket number P7233, filed on ~~filed on a even date herewith~~ February 4,
2002, entitled "Remote Services System Data Delivery Mechanism" and naming Michael J.
Wookey, Trevor Watson and Jean Chouanard as inventors, the application being incorporated
herein by reference in its entirety.

Please replace the paragraph beginning on Page 2, line 10 with the following amended paragraph:

This application relates to co-pending United States patent application Serial No.
10/066,914, attorney docket number P7234, filed on ~~filed on a even date herewith~~ February 4,
2002, entitled "Remote Services WAN Connection Identity Anti-spoofing Control" and naming
Michael J. Wookey, Trevor Watson and Jean Chouanard as inventors, the application being
incorporated herein by reference in its entirety.

Please replace the paragraph beginning on Page 2, line 16 with the following amended paragraph:

This application relates to co-pending United States patent application Serial No.
10/066,975, attorney docket number P7235, filed on ~~filed on a even date herewith~~ February 4,
2002, entitled "Automatic Communication Security Reconfiguration for Remote Services" and
naming Michael J. Wookey, Trevor Watson and Jean Chouanard as inventors, the application
being incorporated herein by reference in its entirety.

Please replace the paragraph beginning on Page 5, line 3 with the following amended paragraph:

The architecture is broadly comprised of the remote service infrastructure 102, a group of service modules 103 (i.e., a group of software modules) and a plurality of communications modules 110. The remote services infrastructure 102 provides reliable remote service delivery and data management. The remote services infrastructure 102 supports the needs of a service creator by focusing the service creator on the needs and the design of the service by eliminating the need for the service creator to be concerned about how data is transferred and managed to and from a customer site.

Please replace the paragraph beginning on Page 5, line 15 with the following amended paragraph:

Within the group of software modules 103 are individual software modules that analyze data collected by the remote services infrastructure 102 and provides service value based on that data to a customer. Thus, the remote services infrastructure 102 and the service modules 103 can be differentiated as follows: the remote services infrastructure 102 is concerned with how data is collected, while the service module 103 is concerned with what is done with the data.

Please replace the paragraph beginning on Page 6, line 21 with the following amended paragraph:

The remote services infrastructure 102 includes an infrastructure services portion 104 and an infrastructure communications portion 106. The infrastructure services portion 104 interacts with the plurality of service modules 103, as described in greater detail below. The remote services infrastructure 102 provides a set of application program interfaces (API's) that are used by a service module developer to leverage common services of the remote services infrastructure 102 such as database access, software delivery and notification services. The infrastructure communications portion 106 includes a plurality of communications modules 110.

Please replace the paragraph beginning on Page 6, line 29 with the following amended paragraph:

The infrastructure services portion 104 interacts with a plurality of service modules 103. Examples of service modules that the remote services architecture 102 may include are an administration and notification interface module 120, an installation, registration and change

management module 122, an integration into system management platforms module 124, an integration into existing business systems module 126 and an API's for service module creation module 128. The administration and notification interface 120 allows a customer and service provider to control the remote services infrastructure. The installation, registration and change management module 122 supports the infrastructure and service modules deployed on top of the infrastructure. The module 122 may include automatic registration of new software components, delivery of software and detection of changes within an environment. The integration into systems management platforms module 124 provides an integration point to systems management platforms in general. The integration into existing business systems module 126 allows the remote services infrastructure 102 to integrate into existing business systems to leverage data, processing capacities, knowledge and operational process. The module 126 allows the infrastructure 102 to integrate into the required business systems and provides interfaces to the service module creator to use those systems. The API's for service module creation module 128 allows a service module creator to abstract the complexity of remote data management. The module 128 provides an API of abstracted services to the service module creator.